

<b>Notice of References Cited</b>	Application/Control No. 09/682,000		Applicant(s)/Patent Under Reexamination KITTS, BRENDAN J.	
	Examiner Peter Choi		Art Unit 3623	Page 1 of 1

#### U.S. PATENT DOCUMENTS

*		Document Number Country Code-Number-Kind Code	Date MM-YYYY	Name	Classification
*	A	US-6,078,892	06-2000	Anderson et al.	705/10
*	B	US-6,430,539	08-2002	Lazarus et al.	705/10
*	C	US-6,839,682	01-2005	Blume et al.	705/10
	D	US-			
	E	US-			
	F	US-			
	G	US-			
	H	US-			
	I	US-			
	J	US-			
	K	US-			
	L	US-			
	M	US-			

#### FOREIGN PATENT DOCUMENTS

*		Document Number Country Code-Number-Kind Code	Date MM-YYYY	Country	Name	Classification
	N					
	O					
	P					
	Q					
	R					
	S					
	T					

#### NON-PATENT DOCUMENTS

*		Include as applicable: Author, Title Date, Publisher, Edition or Volume, Pertinent Pages)
*	U	Novo, Jim. "RFM in Relationship Marketing: Customer Response, Retention and Valuation Concepts". Jan. 24, 2001. < <a href="http://www.jimnovo.com/RFM-tour.htm">http://www.jimnovo.com/RFM-tour.htm</a> >.
	V	
	W	
	X	

\*A copy of this reference is not being furnished with this Office action. (See MPEP § 707.05(a).)  
Dates in MM-YYYY format are publication dates. Classifications may be US or foreign.